

1. Evaluates and monitors all incoming mails and correspondence for the EXO office and makes appropriate action assignments. Verifies completeness of all documents submitted for S/REXO signature; tracks and logs in documents and ensures their timely return.
2. Receives and screens visitors to the EXO Office and directs them to appropriate office member for their needs. Provides informational materials for visitors. Maintains EXO calendar, makes appointments as necessary, reserves conference rooms for EXO staff. Establishes and maintains central filing for EXO office including, but not limited to, hard copy and electronic filing of all EXO annual reports.
3. Support and back stop the C&R specialist as necessary especially in the areas of files management, cable retrieval. Performs any other duties that may be assigned from time to time.

B. Training Program Administration: (35%)

Works closely with the Mission Training Specialist on the following activities:

1. Mission Training Management

- Establishes and maintains training files and data base.
- Assists HR/Mission Training Specialist to solicit feedback from managers, supervisors and employees throughout the Mission to determine what training is required to help staff meet strategic goals and objectives. Assists HR to plan and coordinates for next FY group courses.
- Enrolls FSN employees in HAC insurance

2. Mission Hosted Training:

- Assists HR/Mission Training Specialist in coordinating overseas training programs hosted by the Mission. Makes complete logistical arrangements for these training programs including issuing country clearance cables, liaison with Travel Office for hotel arrangements, refreshment where necessary, airport pickups etc.
- Prepares requisition requests for contracting with training providers, purchase of materials, supplies and equipment needed for the Training unit. Arranges, with local vendors or within the mission, for the design and printing of training materials needed for training events.
- Coordinates logistical and travel arrangements, as requested, for visiting vendors, TDY staff, including AID/Washington high level personnel, presenters of training programs, and regional participants within USAID world-wide. Assures the completion of all arrangements in a timely and accurate manner.
- Compiles participant lists for monitoring attendance and for future reference on employee completed courses, and communicates course related information to participants in a timely manner. Arranges transportation and provides site co-ordination and/or facilitation when necessary.

The incumbent will backstop the Training Specialist in his/her absence.

C. Various HR Services for Mission Employees: 35%

1. Reviews SF-1190, Foreign Service Allowance Application, for all USDH and Off-shore USPSC staff to ensure that data and requested obligations are correctly reflected on the form. This form is used for Education Allowance, Supplementary Instructions, Foreign Service Transfer Allowance, etc. S/he coordinates with the Financial Management Office to ensure correct funding and correct figures. S/he ensures requested benefits are authorized and obligations are within the limits of authorization, and in accordance with Standardized Regulations. Quotes the applicable regulations before signing as reviewing officer and submits to the Supervisory Executive Officer for authorization.
2. Incumbent is responsible for the American Summer Hire Programs and is considered the source of information for the programs in the USAID/West Africa and Ghana Missions.

Incumbent checks the availability of funds with Financial Management, announces the program to Mission employees, solicits applications from employees and PDs offices interested in employing students. Prepares a report summarizing the Mission needs and duration of each position on a spreadsheet. Develops summer hire budget and coordinates

with FM. Ensures that the total figure reached is within the authorized budget designated for the Program. Notifies both students and offices of their relative assignments.

3. Coordinates the Summer Internship Program in the Mission - coordinates all related actions with requesting offices as well as selected interns. Responds to various inquiries from students and Mission supervisors. Works closely with each Mission's Program Office and USAID/Washington to implement the USAID Internship program at post.
4. Coordinates the Mission awards program. Ensures nominating officials are advised of decisions, notifies FM to process payment for approved cash awards, and announces awards ceremonies. Develops lists for FSN employees eligible for Length of Service Awards, and prepares award certificates for recipients. Maintains complete and up-to-date information on awards for employees.
5. Organizes and maintains personnel files in Human Resources Office. Reviews material to be filed, ensures that necessary attachments and personnel forms are attached and that they are updated as appropriate.
6. Prepares personnel actions for within grade increments, salary advances and allotments.
7. The incumbent will share responsibility for providing backup to the HR Assistant during his/her absences and performs other duties as assigned by the supervisor.

REQUIRED/DESIRED QUALIFICATIONS

- A. **Education:** Completion of secondary school and diploma in secretarial or HR related studies required. University degree preferred.
- B. **Prior Work Experience:** Two to three years of administrative experience in a busy office setting required. Experience in training and/or staff development related work is highly desirable.
- C. **Post Entry Training:** USAID-sponsored courses as appropriate.
- D. **Language:** Level IV in spoken and written English is required.
- E. **Knowledge:** Thorough knowledge of standard office procedures and customer service practices. Familiarity with training and staff development services are highly desirable.
- F. **Skills and Abilities:** Well-developed interpersonal skills to deal with and work comfortably with American and Ghanaian personnel are required. Tact, diplomacy and discretion are essential to this position that handles sensitive information. Excellent organizational skills to organize training material and events required. Level II (40 wpm) typing with a high degree of accuracy is required. Competence in using various computer software applications such as Microsoft Office Suite is required. Flexible, customer-oriented, and ability to work under pressure and represent USAID in public are required. Familiarity with web developed applications (intranet) preferred. Ability to undertake assignments and complete work within established deadlines with minimum supervision is required. Excellent customer service, interpersonal and communication skills are essential

POSITION ELEMENTS

- A. Supervision Received:** The incumbent reports to the HR Specialist who evaluates performance and will work closely with the Mission Training Specialist on training activities. The incumbent works with minimal oversight, and takes personal initiative in setting priorities and accomplishing all assigned duties. S/he briefs the supervisor regularly and consults with him/her for advice and concurrence as instructed, but in practice s/he functions with a great deal of independence, seeking guidance if problems or conflicts arise.
- B. Available Guidelines:** Mission Orders, established Training Program operations procedures and policies, official guides for Mission documents, Automated Directive System, and other references as applicable.
- C. Exercise of Judgment:** Exercises judgment in prioritizing work, ensuring accuracy of documents and consistency with Training Program policies and procedures, and in determining which visitors/callers/staff should be directed to others or handled personally.
- D. Authority to Make Commitments:** None.
- E. Nature, Level & Purpose of Contacts:** Develops and maintains contact with internal USAID staff to provide general training information; contractor and USAID/Washington trainers to set up training and Embassy staff and/or hotel or other training venues and contractors to arrange logistics.
- F. Supervision Exercised:** None.
- G. Time Required to Perform Full Range of Duties:** Six months.

Interested individuals should submit covering letter and curriculum vitae with referees to:

EXO/HR Administrative Assistant

USAID/West Africa

P.O. Box 1630, Accra, or No. 24 Fourth Circular Rd., Accra

Or by Email: acpersonnel@usaid.gov

(Please note that only short-listed applicants will be contacted)